

ENT-PCS-010

STATEWIDE INFORMATION SYSTEMS POLICY

PC Replacement Cycle

Approved

Office of the Chief Information Officer

Department of Administration
Information Technology Services Division
PO Box 200113
Helena, MT 59620-0113
Tel: (406) 444-2700
FAX: (406) 444-2701

July 1, 2010



Brian Schweitzer
Governor

State of Montana

DEPARTMENT OF ADMINISTRATION
Janet R. Kelly, Director

CHIEF INFORMATION OFFICER
Richard B. Clark

APPROVED STATEWIDE POLICY: PC REPLACEMENT CYCLE

EFFECTIVE DATE: JULY 1, 2010

APPROVED: JULY 1, 2010

I. Purpose

The Department of Administration's Information Technology Services Division (ITSD) is responsible for providing security for the Montana state network. This **PC Replacement Cycle Policy** (Policy) identifies the replacement requirements for desktop computers (PCs).

II. Authority

Pursuant to the Montana Information Technology Act (MITA) (Title 2, Chapter 17, Part 5 of the Montana Code Annotated (MCA)), it is the policy of the state that information technology be used to improve the quality of life of Montana citizens, and that such improvement is to be realized by protecting individual privacy and the privacy of the information contained within the state's information technology systems. [§2-17-505\(1\), MCA](#).

It is also the policy of the state that the development of information technology resources be conducted in an organized, deliberative, and cost-effective manner, which necessitates the development of statewide information technology policies, standards, procedures, and guidelines applicable to all state agencies and others using the state network. It is also anticipated that State information technology systems will be developed in cooperation with the federal government and local governments with the objective of providing seamless access to information and services to the greatest degree possible. [§2-17-505\(2\), MCA](#).

III. Roles And Responsibilities

A. Department of Administration

Under MITA, the Department of Administration (DOA) is responsible for carrying out the planning and program responsibilities for information technology for state government (except the national guard), including for establishing and enforcing a state strategic information technology plan and establishing and enforcing statewide information technology policies and standards. DOA is responsible for implementing MITA and all other laws for the use of information technology in state government. The director of DOA has appointed the chief information officer to assist in carrying out the department's information technology duties. [§2-17-512, MCA](#).

B. Department Heads

Each department head is responsible for ensuring an adequate level of security for all data within their department. [§2-15-114, MCA](#).

IV. Applicability

This Policy is applicable to agencies, staff and all others, including outsourced third-parties (such as contractors, or other service providers), which have access to, or use or manage information assets subject to the policy and standard provisions of [§2-17-534, MCA](#). This Policy shall be communicated to staff and others who have access to or manage information, and information systems and assets.

V. Scope

This Policy encompasses information and information systems for which agencies have administrative responsibility, including information and systems managed or hosted by third-parties on agencies' behalf.

This Policy may conflict with other information system policies currently in effect. Where conflicts exist, the more restrictive policy governs. The development of future policies or standards will specifically identify and retire any superseded portions of current policies or standards.

VI. Requirements

This policy applies to personal computers attached to the state network and personal computers needing to fully participate in the information technology enterprise.

Every personal computer will be replaced with a new computer a minimum of once every five years. At the time of purchase, the new computer must meet the minimum level of technology set by the Department of Administration's Information Technology Services Division (ITSD) for new personal computer purchases. The minimum level of technology for new personal computer purchases will be based on contractual agreements as well as input from the Information Technology Managers Council (ITMC). The current minimum level will be reviewed at least once a year and will always be located on ITSD's web site.

ITSD support is structured around the five year replacement cycle. The highest level of support is provided for software and hardware less than five years old.

VII. Background - History On The Creation Of Or Changes To This Policy

The Information Technology Advisory Council (ITAC) has been dealing with the minimum level of technology issue since 1996. The ITAC Coordination Task Force made recommendations on this issue to ITAC in June, 1996. In April, 1998 ISD presented an executive planning process (EPP) proposal to centrally fund personal computer purchases. This policy was requested by ITAC to address the minimum level of technology issue rather than centrally funding new personal computer purchases through the ISD network rate.

VIII. Guidelines - Recommendations, Not Requirements

It is recommended agencies follow this policy for all personal computers and that a similar policy be put in place to address network servers.

Agencies are encouraged to compare the cost of supporting hardware and software older than five years to the cost of purchasing new hardware and software. The purchase cost is generally less than the support costs for old hardware and software.

Changing business practices, new technology, and new software applications often dictate the level of technology necessary for personal computers. These factors often force a more frequent replacement cycle than once every five years for employees affected by the changing business practices or those using the new technology or software. Before a major change in systems or applications is adopted, careful consideration should be given to any corresponding change in hardware requirements.

IX. Change Control and Exceptions

Policy changes or exceptions are governed by the [Procedure for Establishing and Implementing Statewide Information Technology Policies and Standards](#). Requests for a review or change to this instrument are made by submitting an [Action Request](#) form (at http://itsd.mt.gov/content/policy/policies/administration/action_request.doc). Requests for exceptions are made by submitting an [Exception Request](#) form (at http://itsd.mt.gov/content/policy/policies/administration/exception_request.doc). Changes to policies and standards will be prioritized and acted upon based on impact and need.

X. Closing

Direct questions or comments about this instrument to the State of Montana Chief Information Officer at [ITSD Service Desk](#) (at <http://servicedesk.mt.gov/ess.do>), or:

PO Box 200113
Helena, MT 59620-0113
(406) 444-2700
FAX: (406) 444-2701

XI. References

A. Legislation

- [§2-17-505\(1\), MCA](#) – Policy
- [§2-17-514\(1\) MCA](#) – Enforcement
- [§2-17-505\(2\) MCA](#)
- [§2-17-512 MCA](#)
- [§2-15-114 MCA](#)
- §2-17-501 MCA - (*repealed*)
- §2-17-503 MCA - (*renumbered*)

B. Policies, Directives, Regulations, Rules, Procedures, Memoranda

- MOM 3-0130 Discipline
- ARM 2.13.101 - 2.13.107 - Regulation of Communication Facilities
- ARM 2.12.206 Establishing Policies, Standards, Procedures and Guidelines.
- [Statewide Policy: Establishing and Implementing Statewide Information Technology Policies and Standards](#)
- [Statewide Procedure: Establishing and Implementing Statewide Information Technology Policies and Standards](#)

C. Standards, Guidelines

XII. Administrative Use

Product ID: ENT-PCS-010

Proponent: Chief Information Officer

Publisher: Office of the Chief Information Officer

Published Date: July 1, 2010

Version Date: 5/18/2010

Custodian: Policy Manager

Approved Date: July 1, 2010

Effective Date: July 1, 2010

RIM Class: Record

Disposition Instructions: Retain for Record

Change & Review: [ITSD Service Desk](http://servicedesk.mt.gov/ess.do) (at <http://servicedesk.mt.gov/ess.do>)

Contact:

Review: Event Review: Any event affecting this instrument may initiate a review. Such events may include a change in statute, key staff changes or a request for review or change.

Scheduled Review Date: July 1, 2015

Last Review/Revision: May 18, 2010

Changes: July 11, 2008 – Non-material changes made:

- Standardize instrument format and common components.
- Changed to reflect next review date.

April 7, 2009 – Non-material changes made:

- Corrected broken URLs
- Applied new document layout.

May 18, 2010 – Changed replacement cycle period from four to five years; general cleanup of URLs and MCA references.
